



April 25, 2014

To: Executive Board

Subject: **Performance Indicators Report – FY 2014 Third Quarter Report**

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### **Recommendation**

Receive and file the FY 2014 Third Quarter Performance Indicators Report.

### **Summary**

This performance indicators report provides an analysis of Foothill Transit's nine key indicators for the third quarter of the 2014 fiscal year. Data is collected from a variety of sources such as the fareboxes on buses, contractor reported data, and financial performance data.

In the third quarter of FY 2014, Foothill Transit met seven of nine key performance indicators. The indicators met for the month are: preventable accidents; miles between service interruptions; average hold time; boardings per vehicle service hour; average weekday boardings; farebox recovery ratio; and average cost per vehicle service hour.

System performance is summarized below. Further detail on each performance measure follows in the analysis section of this item.

- **Boardings** – Overall boardings recorded by the farebox for the quarter was 3.6 million boardings – a four percent increase over the same quarter last year.
- **Fare Revenue** – Total fare revenue for the quarter was \$5.0 million. The average fare was \$1.38 per boarding.
- **Operating Expenses** – Total quarterly operating expenses were \$16.0 million, resulting in an average cost per service hour of \$92.17. Operating expenditures are four percent higher compared to the previous fiscal year.
- **Accidents** – The system averaged 0.55 preventable accidents per 100,000 miles. This is an eight percent improvement over last year.
- **Customer Complaints** – Foothill Transit received 12.20 complaints per 100,000 boardings in the third quarter.
- **Schedule Adherence** – This quarter, 80.6 percent of all trips recorded arrived on time. This is a seven percent improvement from last year.



## **Analysis**

In order to accomplish its mission, Foothill Transit focuses on the following goals:

- 1) Operate a safe transit system.
- 2) Provide outstanding customer service.
- 3) Operate an effective transit system.
- 4) Operate an efficient transit system.

Attachments A - L show the performance indicators used to determine Foothill Transit's progress toward achieving these goals for fiscal year 2014.

## **Overall System Performance**

Foothill Transit's overall system performance is based on several key indicators. These include total monthly ridership, vehicle service hours, fare revenues, and total operating expenses incurred throughout the quarter.

Attachment A1 summarizes system goals and performance indicators for March, while Attachment A2 summarizes the same metrics for the third quarter of FY 2014. Attachment L1 provides additional operations-related performance measures for March, and Attachment L2 provides the same information for the quarter.

### **Total Boardings and Total Revenues**

In the third quarter of FY 14, Foothill Transit buses carried 3.6 million boardings. Fiscal year to date, boardings have increased three percent over the previous year for a total of 10.8 million boardings. Compared to March 2013, Line 486 ridership increased 15 percent in March 2014, while Silver Streak ridership increased 10 percent. Lines 289, 284, 195, and 699 also carried a significantly increased number of boardings. This demonstrates the continued success of recent service improvements and the Class Pass and Silver2Silver initiatives.

Total fare revenue recorded this quarter was \$5.0 million. Fiscal year to date, the agency has collected \$14.0 million in fare revenue, a two percent increase over last year's performance. The increase is due to Measure R fare subsidies for the Class Pass program that began to be recorded in January 2014.

Attachment B shows total boardings and revenue for the past 12 months.

## **Goal 1: Operate a Safe Transit System**

Foothill Transit's primary goal is to operate a safe transit system. The agency measures system safety with the number of preventable accidents incurred for every 100,000 miles of vehicle operation.



Preventable Accidents per 100,000 Miles

Foothill Transit has adopted a standard of 0.60 preventable accidents per 100,000 miles for this fiscal year. In the third quarter, there were approximately six preventable accidents per month, for an average of 0.55 preventable accidents per 100,000 miles. This is an eight percent improvement compared to FY 2013. Year to date there have been 0.52 accidents per 100,000 miles on the Foothill Transit system. The monthly and year-to-date safety performances are both improvements over last year.

Please note that one preventable accident that occurred in late February 2014 was not included in last month's performance indicators report. This increases the February average of preventable accidents to 0.37 per 100,000 miles, instead of 0.28 as previously reported.

Attachment C provides a summary of preventable accidents per 100,000 miles.

**Goal 2: Provide Outstanding Customer Service**

Foothill Transit measures this goal by monitoring the following categories: schedule adherence, average miles between service interruptions, complaints per 100,000 boardings, and average hold time.

Schedule Adherence

Foothill Transit has adopted a goal of 90 percent schedule adherence for this fiscal year. In the third quarter of this fiscal year, the agency achieved an average of 80.6 percent on-time performance on all lines. This remains below the performance target, but represents a seven percent improvement over last year.

Foothill Transit continues to use the SMART*Bus* system to monitor systemwide on-time performance. Quality Assurance staff have been closely monitoring the SMART*Bus* system and working with the operations contractors to ensure that bus service runs on schedule. In November 2013, the agency implemented new bus schedules that better match current traffic patterns, which contributed to the improvement in schedule adherence. Staff continues to analyze schedule adjustments to optimize on-time performance and have identified further schedule changes to improve customer service. These schedule changes will be implemented in the spring of 2014.

Attachment D charts schedule adherence over the last 12 months.

Average Miles Between Service Interruptions

In the third quarter, Foothill Transit averaged 20,657 miles between service interruptions. This is a 44 percent improvement over last year. This indicator not only measures the overall performance of First Transit's maintenance departments, but also reflects customer delays from mechanical service interruptions. Year to date, Foothill



Transit has averaged 16,718 miles between service interruptions, meeting the performance target of 15,000 miles between service interruptions.

Attachment E compares the average miles between service interruptions with our performance standard.

Complaints per 100,000 Boardings

In the third quarter, Foothill Transit received 12.20 complaints per 100,000 boardings. While this is higher than the performance target of 10.25 complaints per 100,000 boardings, it is a significant improvement over the number of complaints received earlier this fiscal year.

Forty-seven percent of the complaints received this quarter were related to schedule adherence, and 35 percent were related to courtesy. Foothill Transit's management team and service contractors continue to target both of these areas by closely monitoring bus operations in the field and through SBS, as well as by providing additional customer service training to frontline staff. As mentioned above, the schedule change implemented in November 2013 significantly increased schedule adherence, and further progress is anticipated with the upcoming spring service change.

Attachment F provides a summary of complaints per 100,000 boardings.

Average Hold Time

Phone systems at our five Transit *Stores* and our administrative offices provide data on call volumes and times so that facilities can be staffed accordingly. The recorded average hold time of 22 seconds this quarter is well below the performance target of 45 seconds.

In response to increasing call hold times in the first quarter of this fiscal year, the Veolia contractor has increased staffing and employee training to ensure that calls are answered in a timely manner. Foothill Transit's management team continues to work closely with the Veolia team to improve customer service.

Attachment G provides a summary of average hold time.

**Goal 3: Operate an Effective Transit System**

Foothill Transit measures service effectiveness by monitoring boardings per vehicle service hour and average weekday boardings.

Boardings per Vehicle Service Hour

Foothill Transit buses averaged 20.8 boardings per vehicle service hour in the third quarter. This is above the fiscal year performance target of 19.1 but is slightly less than



the same month last year (21.6 boardings per hour). The operation of eight percent more service hours this year affects this indicator.

Attachment H shows the trend of this performance indicator.

#### Average Weekday Boardings

The FY 2014 performance target for average weekday boardings is 49,250 boardings. In March 2014, the agency averaged 49,484 boardings per weekday. This meets the performance target and is a four percent improvement over last year. March averaged the highest number of weekday boardings this quarter, with 50,806 boardings recorded at the farebox.

Year to date, Foothill Transit buses are averaging 48,164 weekday boardings. While this is a three percent increase over last year, it falls short of the performance target, due to the significant drop in weekday ridership during the extended holiday period from November to January.

Attachment I, Average Weekday Boardings, shows the history of this indicator.

#### **Goal 4: Operate an Efficient Transit System**

Foothill Transit measures its overall efficient use of available resources by monitoring the average cost per vehicle service hour and farebox recovery ratio.

#### Farebox Recovery Ratio

The farebox recovery ratio is calculated by dividing total fare revenue by total operating expense. The third quarter farebox recovery ratio was 31.24 percent. This is a ten percent increase from last year and is a significant improvement over farebox recovery earlier this fiscal year. As mentioned before, the increase is due to the recording of Measure R subsidies beginning in January. Fiscal year to date, farebox recovery is at 29.22 percent, nearly even compared to last year's figure of 29.43 percent for the same year-to-date period.

Attachment J, Farebox Recovery Ratio, shows the trend for this indicator.

#### Average Cost per Vehicle Service Hour

The agency's average cost per vehicle service hour this quarter was \$92.17, which meets the fiscal year target of \$98.57. This is a three percent reduction compared to last year's average cost per service hour of \$95.16. Similarly, the year-to-date cost per vehicle service hour figure of \$91.53 for FY 2014 is four percent lower than the average cost of \$95.04 in FY 2013.

Attachment K, Average Cost per Vehicle Service Hour, charts this indicator.





**Foothill Transit**

## **Executive Board Meeting**

Executive Board Meeting – 04/25/14  
FY 2014 Third Quarter Performance Indicators Report  
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Sincerely,

A handwritten signature in blue ink, appearing to be 'S. Tseng'.

Sarah Tseng  
Quality Assurance Analyst

A handwritten signature in blue ink, appearing to be 'D. Barnes'.

Doran J. Barnes  
Executive Director

# Attachment A1: Foothill Transit Key Performance Indicators March 2014

Goal	Performance indicator	Attachment	March 2014	Met target?	Same month last year	% improvement over same month last year	FY 2014 YTD	Met target?	FY 2013 YTD	% YTD improvement	Performance target
Overall system performance	Total boardings	B	1,272,895	-	1,237,114	3%	10,785,692	-	10,484,464	3%	
	Vehicle service hours		59,521	-	55,207	8%	524,609	-	491,336	7%	
	Total fare revenue	B	\$1,587,474	-	\$1,509,495	5%	\$14,028,464	-	\$13,745,312	2%	
	Total operating expense		\$5,678,066	-	\$5,198,312	(9%)	\$48,016,587	-	\$46,698,338	(3%)	
Safety	Preventable accidents per 100,000 miles	C	0.42	Yes	0.61	31%	0.52	Yes	0.76	32%	≤ 0.60
Customer service	Schedule adherence	D	79.7%	No	77.4%	3%	77.0%	No	73.4%	5%	≥ 90%
	Miles between service interruptions	E	22,744	Yes	15,833	44%	16,718	Yes	17,346	(4%)	≥ 15,000
	Complaints per 100,000 boardings	F	12.33	No	7.68	(61%)	15.59	No	11.81	(32%)	≤ 10.25
	Average hold time (seconds)	G	18	Yes	39	55%	37	Yes	42	12%	≤ 45
Effectiveness	Boardings per vehicle service hour	H	21.4	Yes	22.4	(5%)	20.6	Yes	21.3	(4%)	≥ 19.1
	Average weekday boardings	I	50,806	Yes	48,803	4%	48,164	No	46,747	3%	≥ 49,250
Efficiency	Farebox recovery ratio	J	27.96%	Yes	29.04%	(4%)	29.22%	Yes	29.43%	(1%)	≥ 25.83%
	Average cost per vehicle service hour	K	\$95.40	Yes	\$94.16	(1%)	\$91.53	Yes	\$95.04	4%	≤ \$98.59

Red = did not meet target

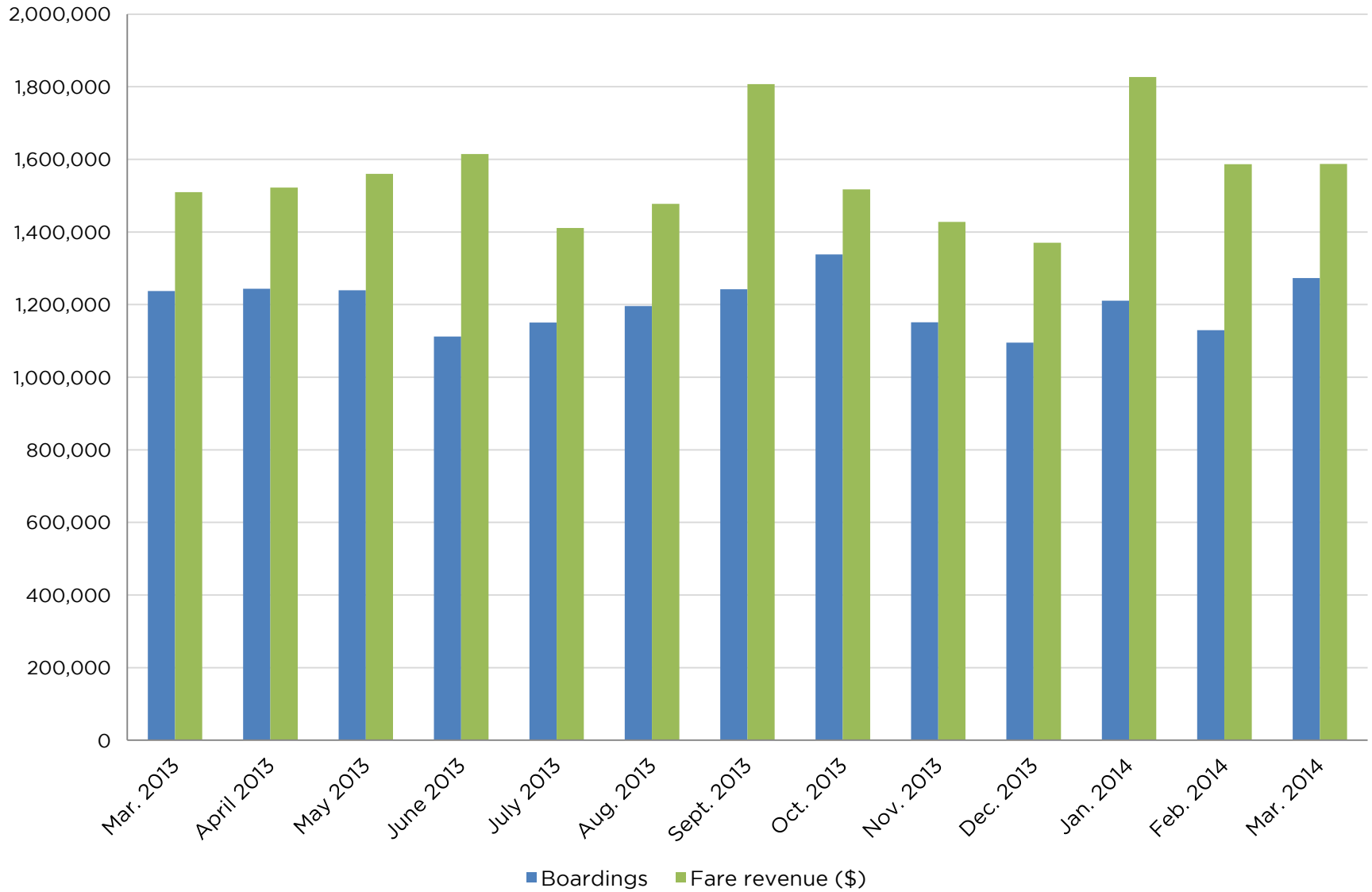
Attachment A2:  
Foothill Transit Key Performance Indicators  
Third Quarter FY 2014

Goal	Performance indicator	Attachment	Q3 FY 2014	Met target?	Q3 FY 2013	% improvement over same quarter last year	FY 2014 YTD	Met target?	FY 2013 YTD	% YTD improvement	Performance target
Overall system performance	Total boardings	B	3,613,345	-	3,489,615	4%	10,785,692	-	10,484,464	3%	
	Vehicle service hours		173,676	-	161,308	8%	524,609	-	491,336	7%	
	Total fare revenue	B	\$5,001,192	-	\$4,358,000	15%	\$14,028,464	-	\$13,745,312	2%	
	Total operating expense		\$16,007,496	-	\$15,400,574	(4%)	\$48,016,587	-	\$46,698,338	(3%)	
Safety	Preventable accidents per 100,000 miles	C	0.55	Yes	0.60	8%	0.52	Yes	0.76	32%	≤ 0.60
Customer service	Schedule adherence	D	80.6%	No	75.2%	7%	77.0%	No	73.4%	5%	≥ 90%
	Miles between service interruptions	E	20,657	Yes	14,318	44%	16,718	Yes	17,346	(4%)	≥ 15,000
	Complaints per 100,000 boardings	F	12.20	No	8.37	(46%)	15.59	No	11.81	(32%)	≤ 10.25
	Average hold time (seconds)	G	22	Yes	41	46%	37	Yes	42	12%	≤ 45
Effectiveness	Boardings per vehicle service hour	H	20.8	Yes	21.6	(4%)	20.6	Yes	21.3	(4%)	≥ 19.1
	Average weekday boardings	I	49,484	Yes	47,618	4%	48,164	No	46,747	3%	≥ 49,250
Efficiency	Farebox recovery ratio	J	31.24%	Yes	28.30%	10%	29.22%	Yes	29.43%	(1%)	≥ 25.83%
	Average cost per vehicle service hour	K	\$92.17	Yes	\$95.47	3%	\$91.53	Yes	\$95.04	4%	≤ \$98.59

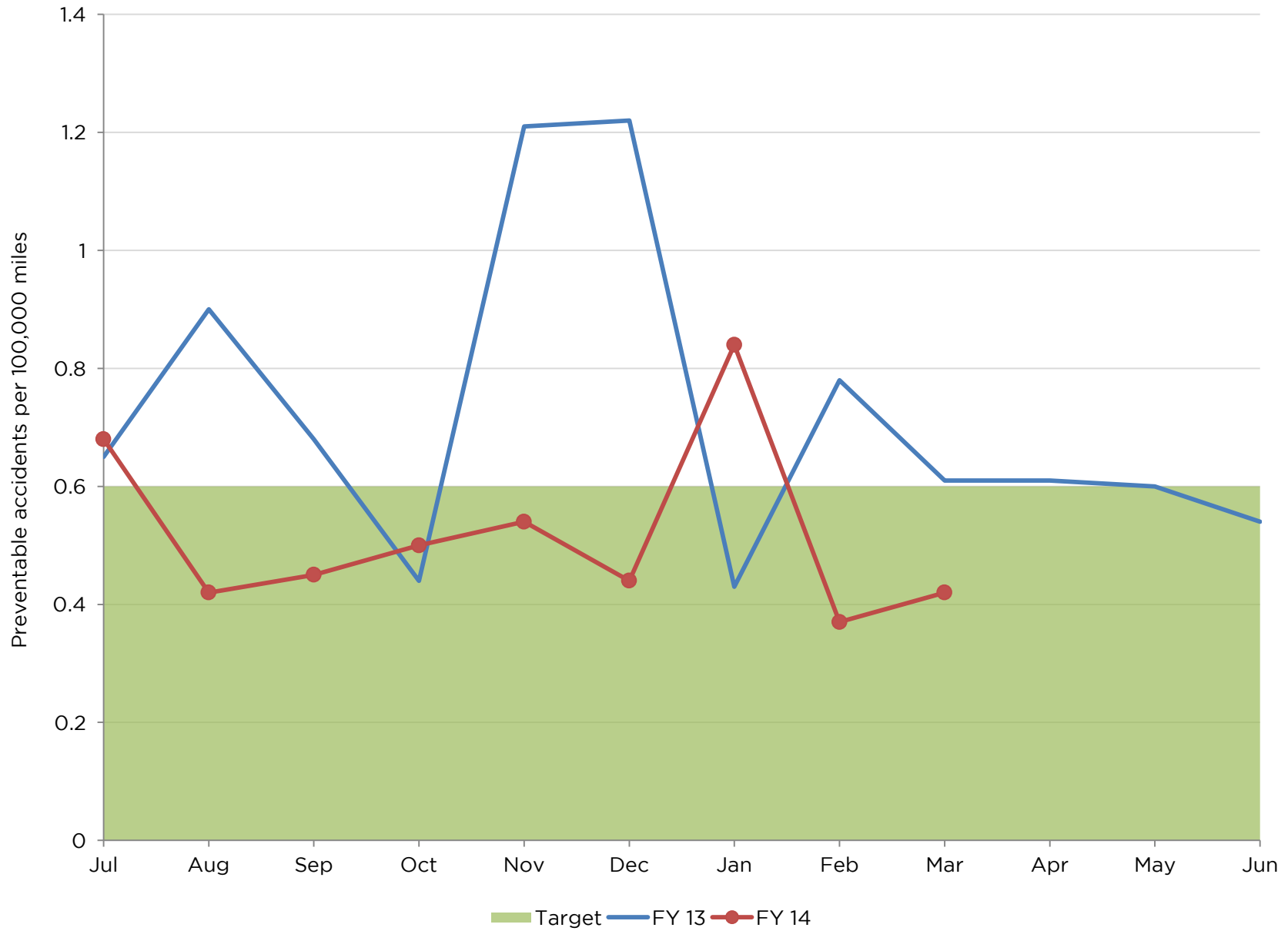
Red = did not meet target



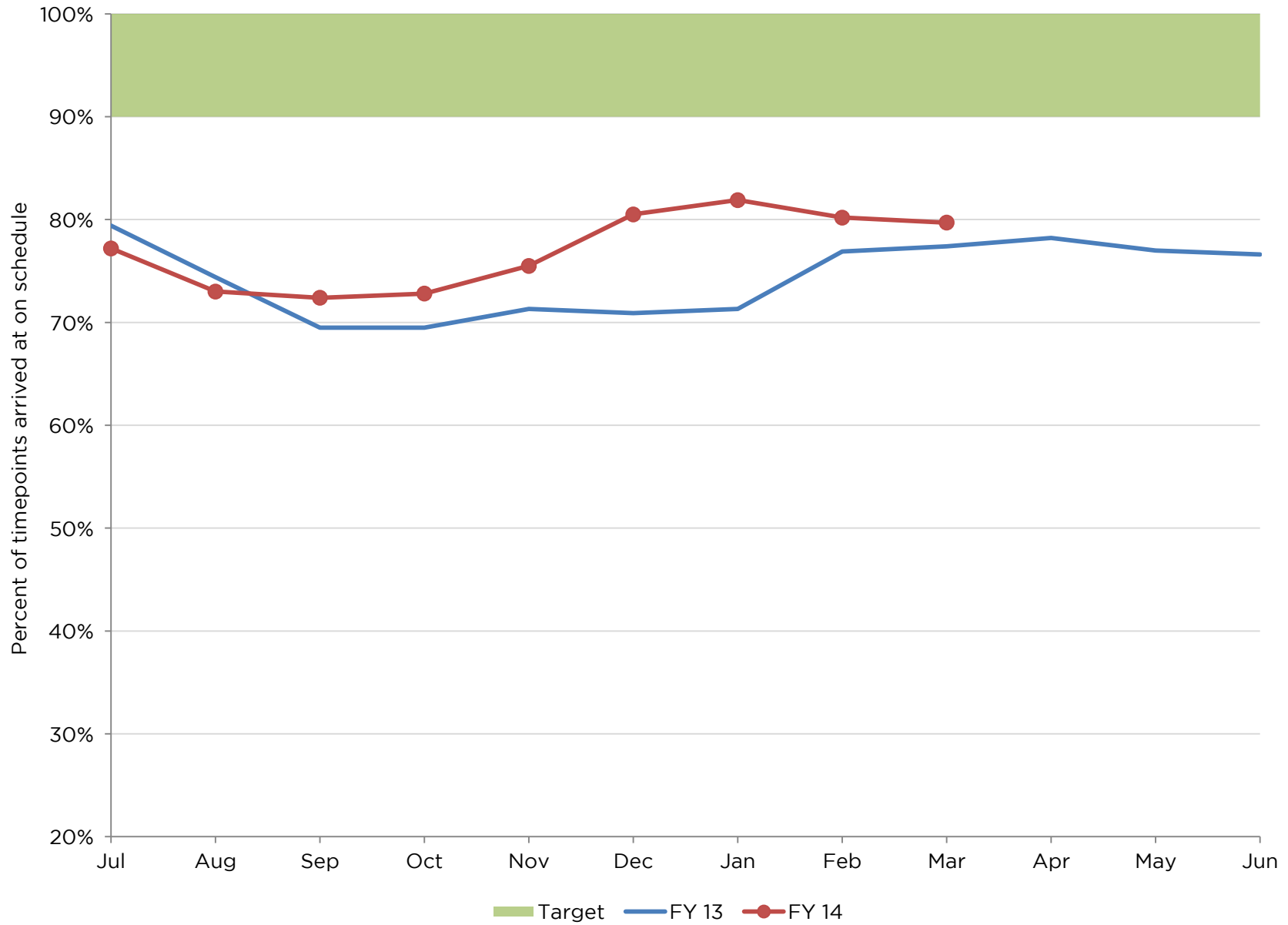
Attachment B: Total Boardings vs. Fare Revenue  
Foothill Transit FY 2013-14



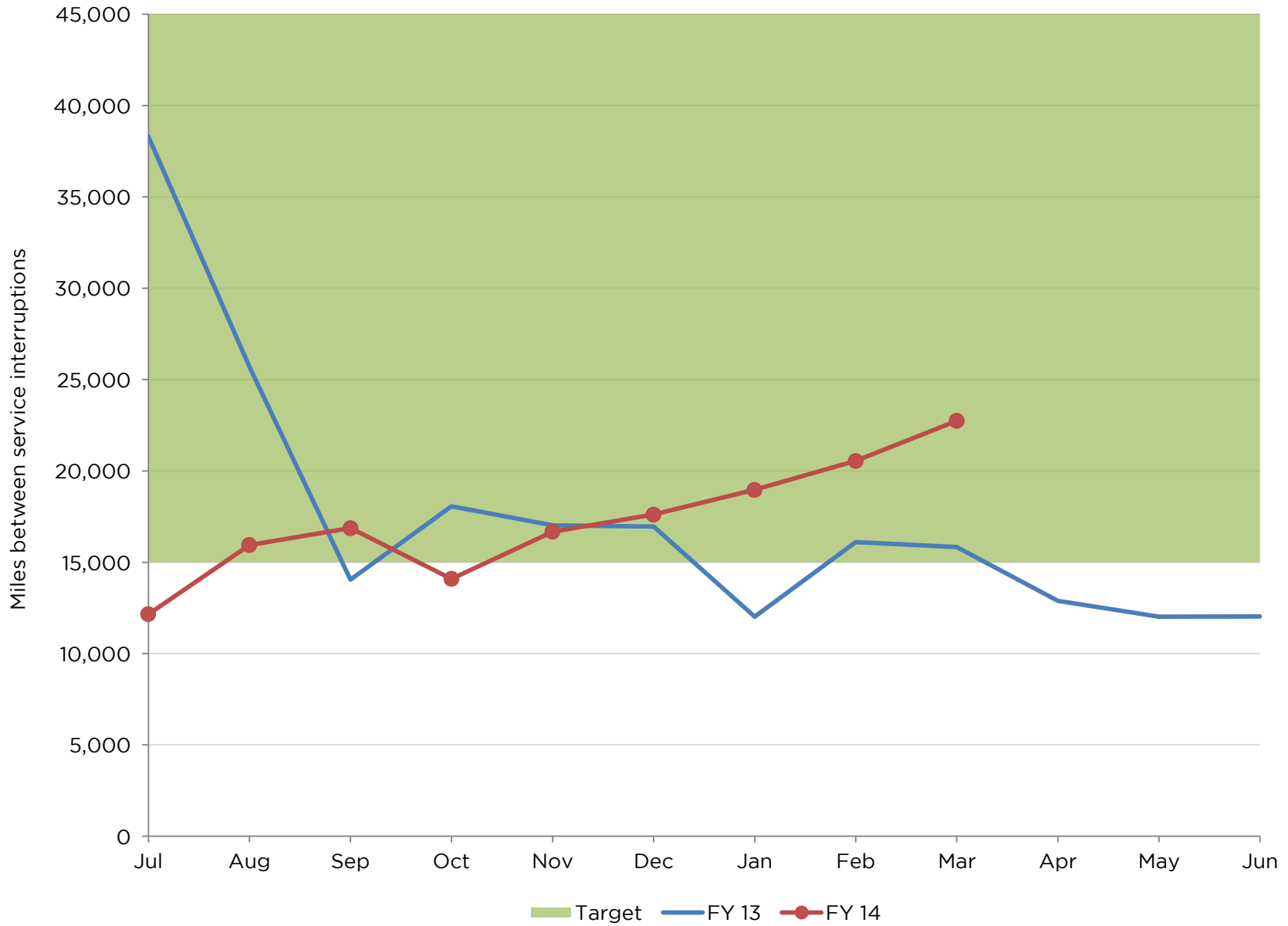
# Attachment C: Preventable Accidents per 100,000 Miles Foothill Transit FY 2013-14



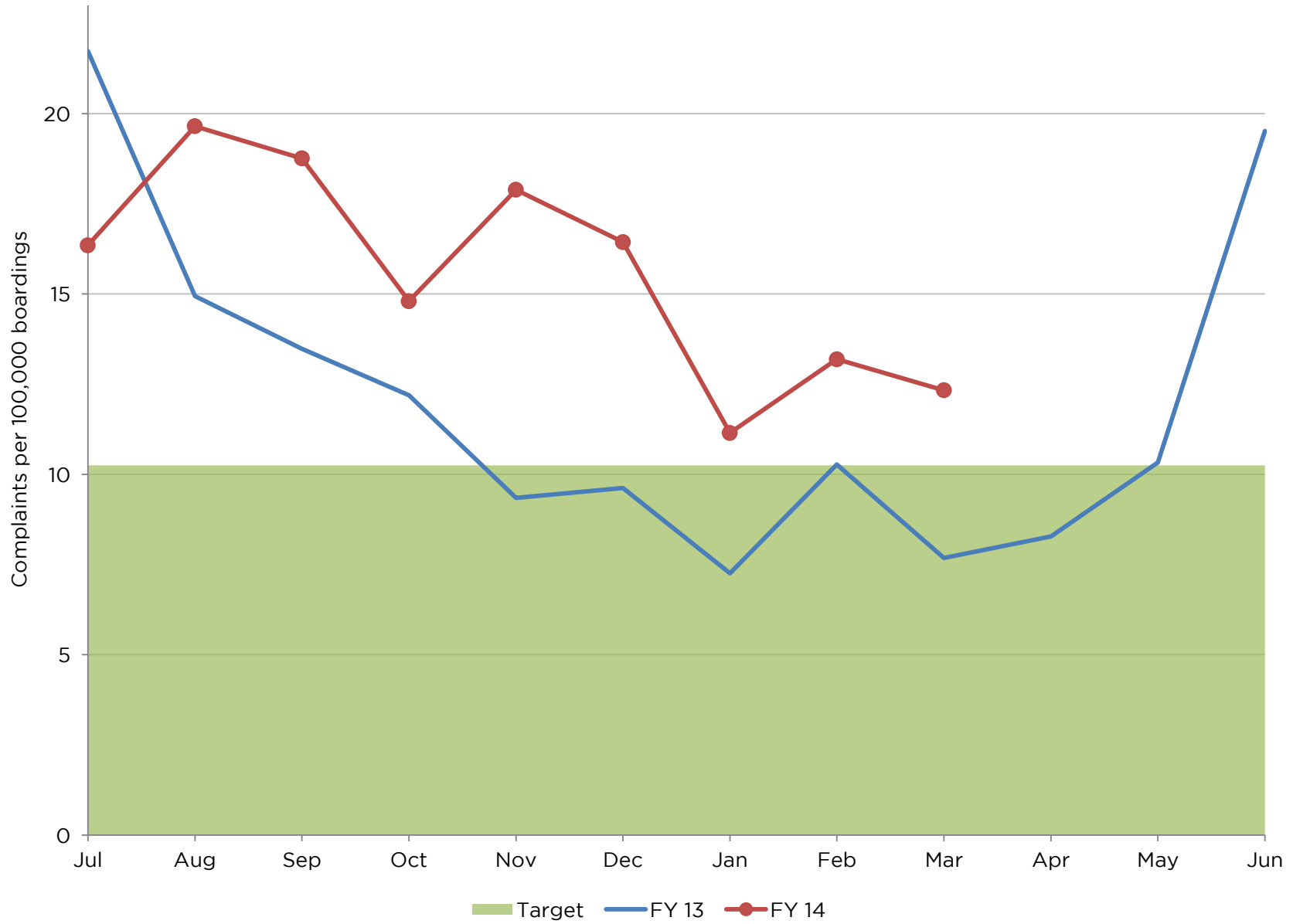
# Attachment D: Schedule Adherence Foothill Transit FY 2013-14



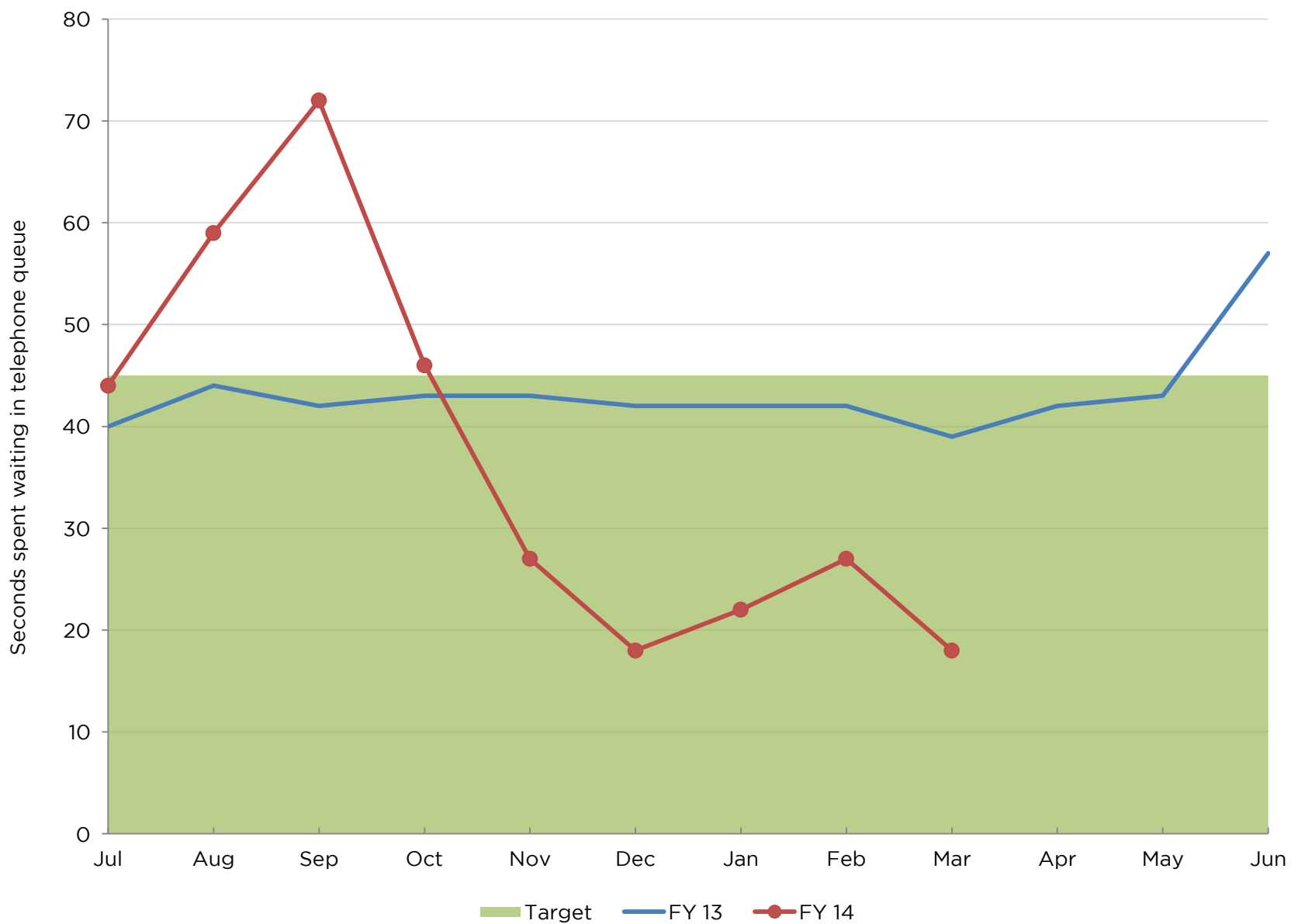
# Attachment E: Average Miles Between Service Interruptions Foothill Transit FY 2013-14



Attachment F: Complaints per 100,000 Boardings  
Foothill Transit FY 2013-14

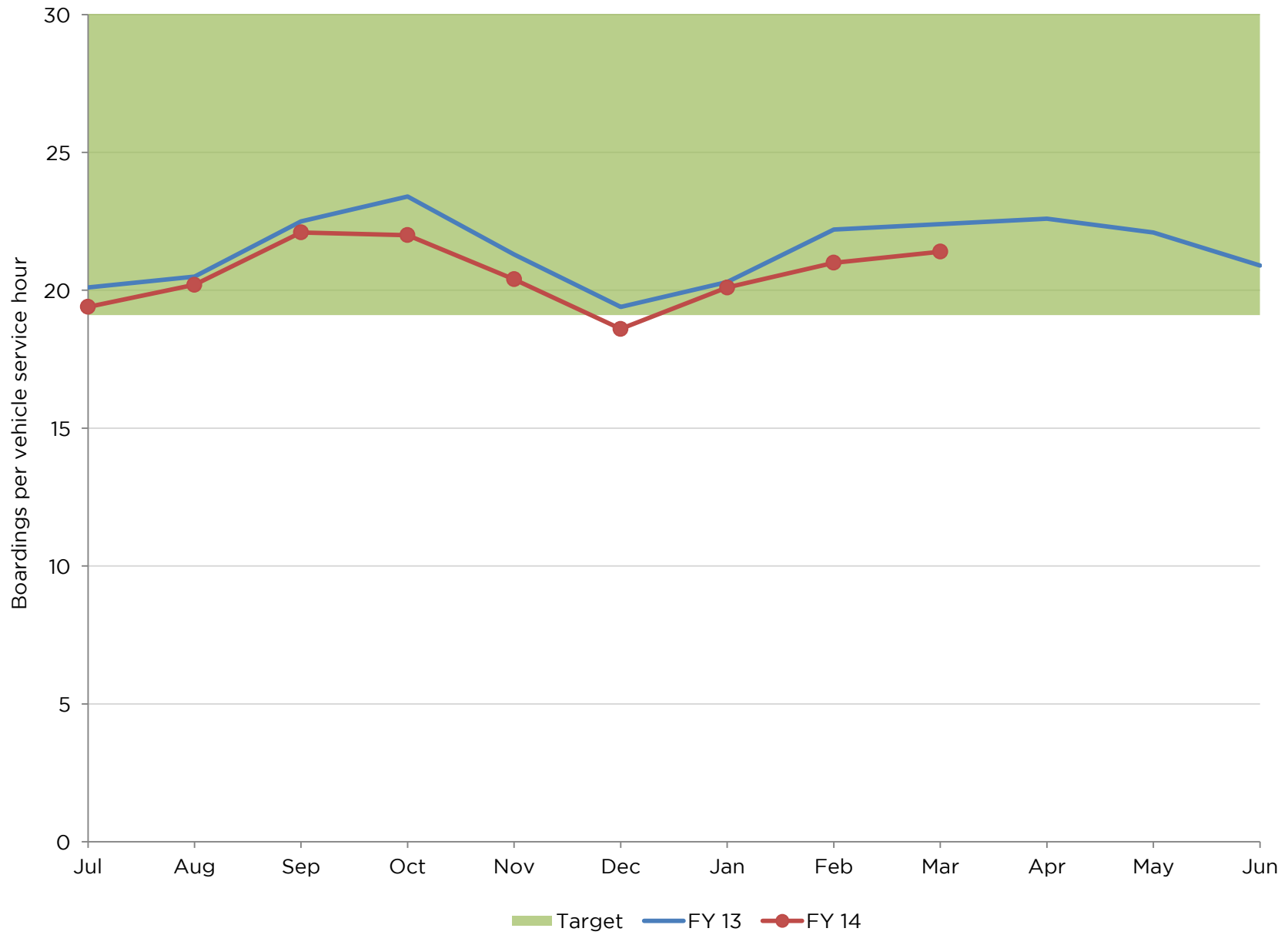


Attachment G: Average Hold Time  
Foothill Transit FY 2013-14

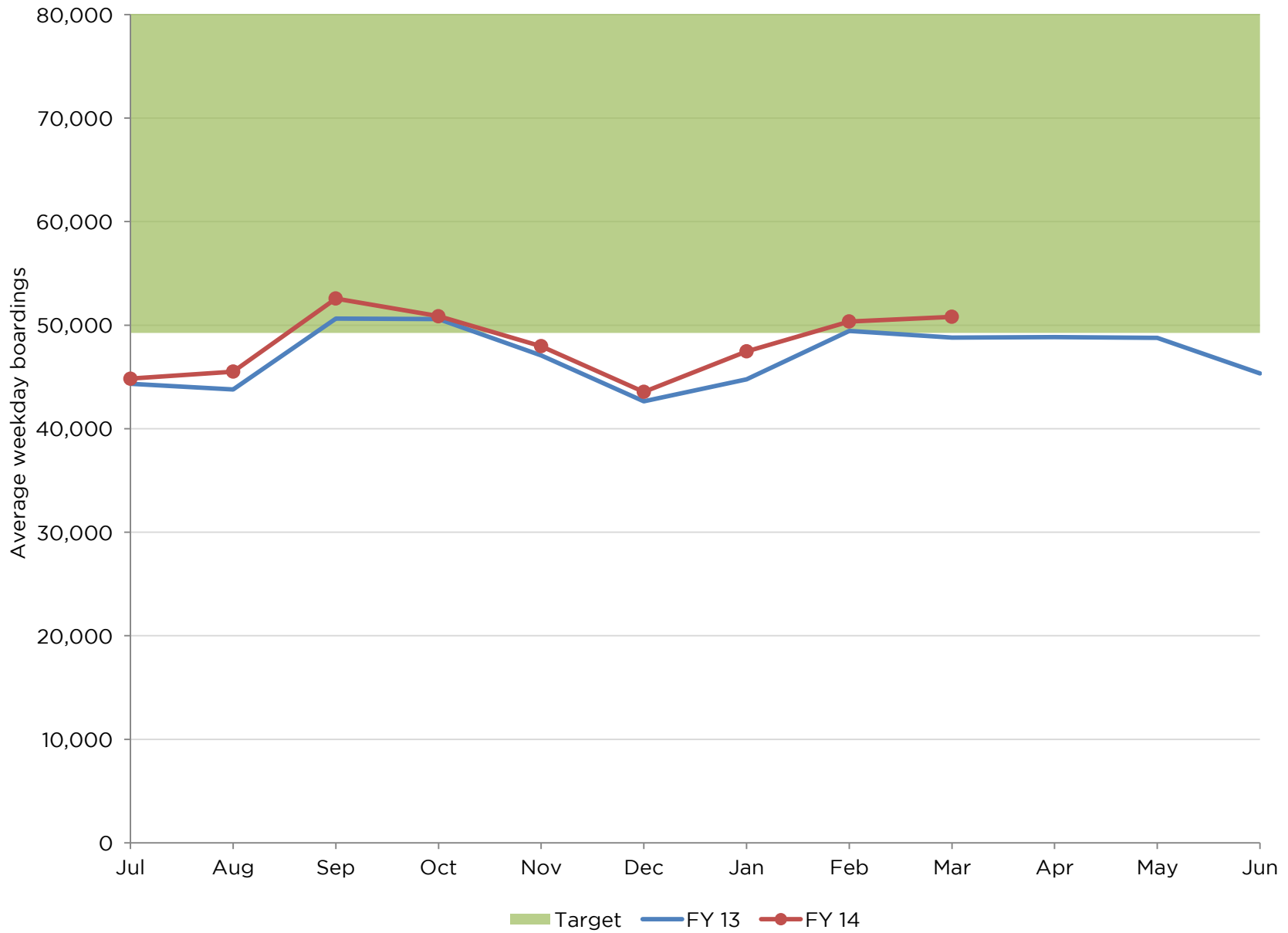




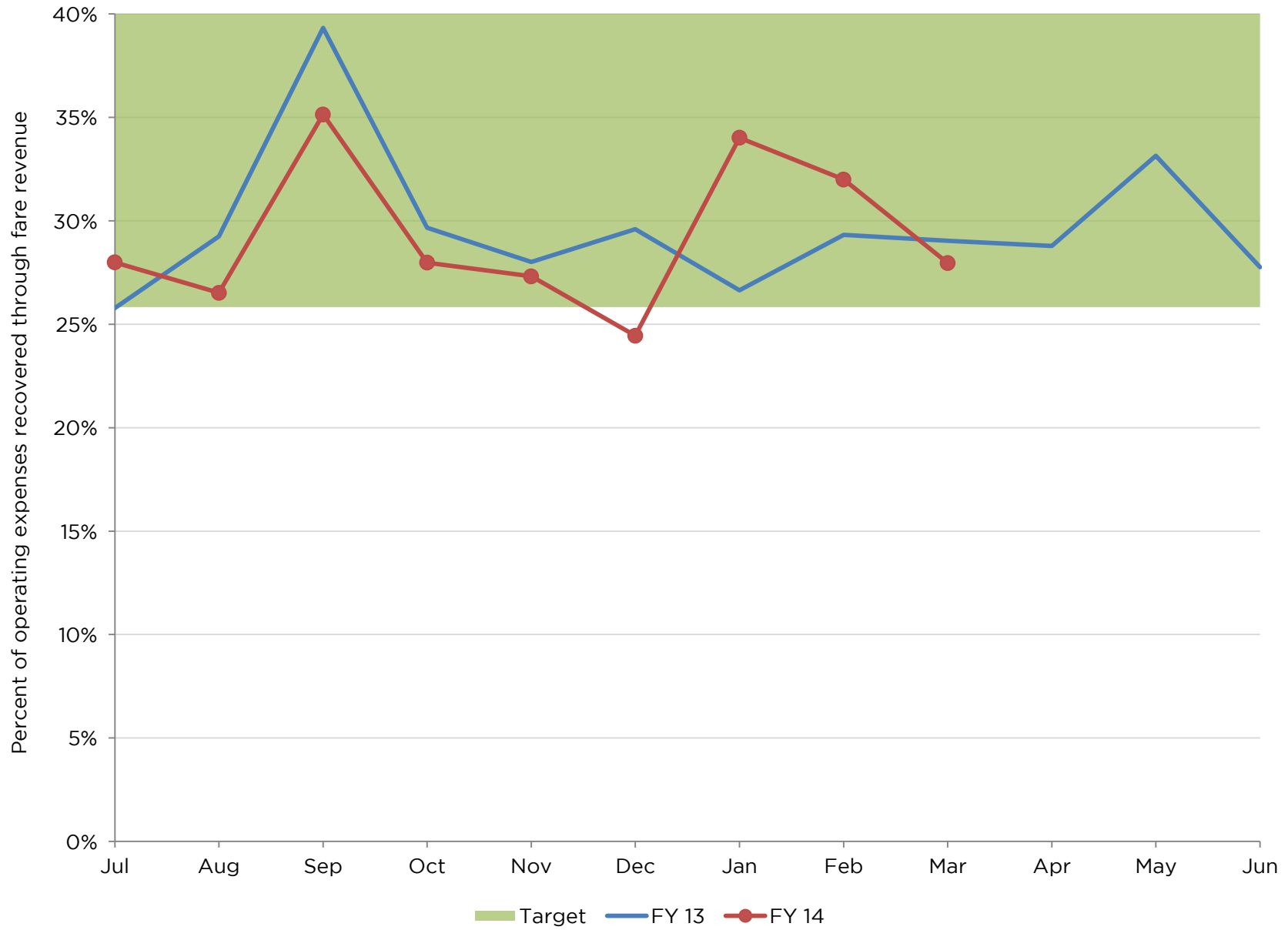
# Attachment H: Boardings per Vehicle Service Hour Foothill Transit FY 2013-14



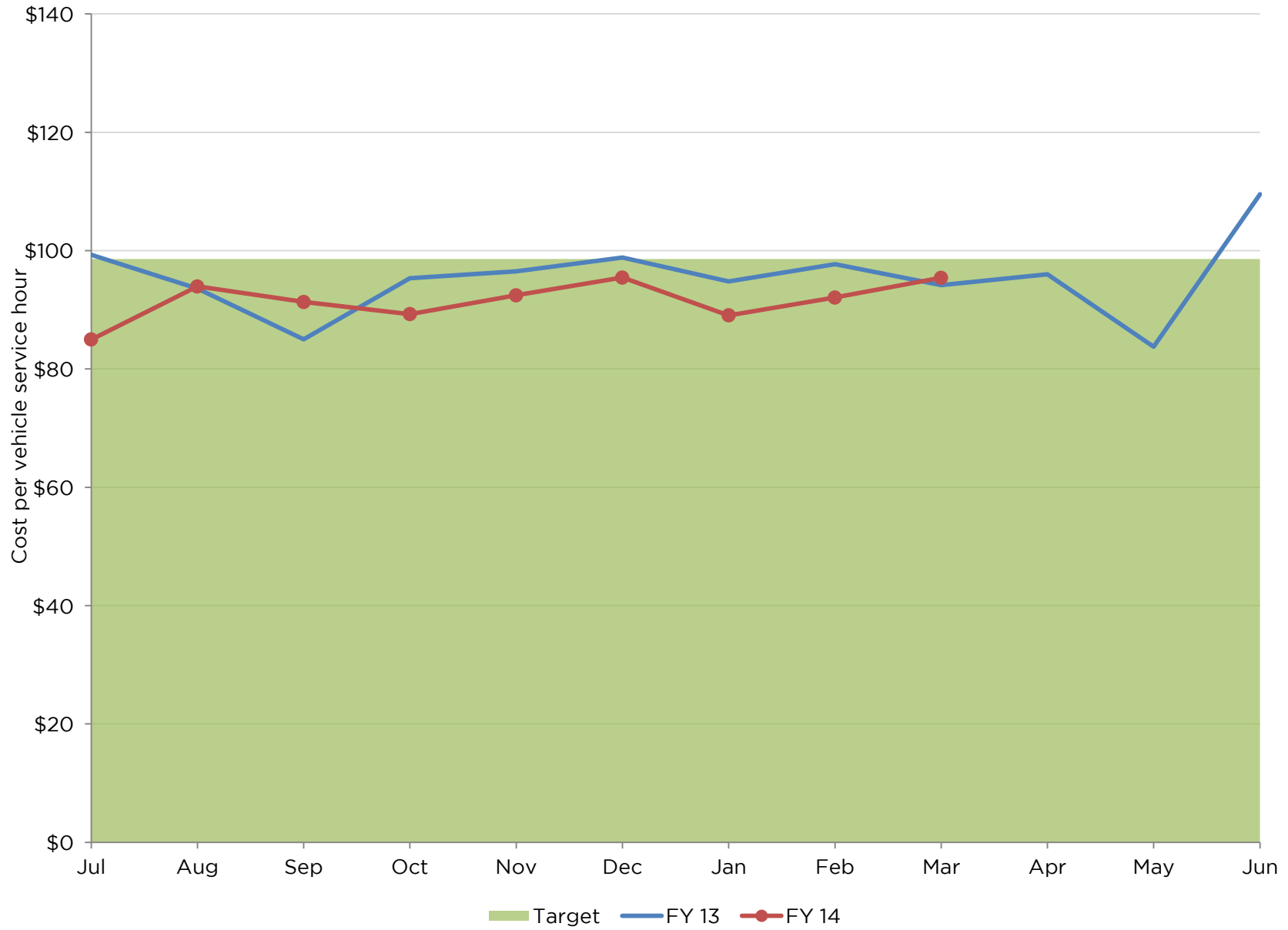
# Attachment I: Average Weekday Boardings Foothill Transit FY 2013-14



# Attachment J: Farebox Recovery Ratio Foothill Transit FY 2013-14



Attachment K: Average Cost per Vehicle Hour  
Foothill Transit FY 2013-14



# Attachment L1: Foothill Transit Operations Report March 2014

Goal	Performance indicator	March 2014	Met target?	Same month last year	% improvement over same month last year	FY 2014 YTD	Met target?	FY 2013 YTD	% YTD improvement	Performance target
Operations	Average fare per boarding	<b>\$1.25</b>	No	<b>\$1.22</b>	2%	<b>\$1.30</b>	No	<b>\$1.31</b>	(1%)	≥ \$1.33
	Average cost per boarding	<b>\$4.46</b>	Yes	\$4.20	(6%)	\$4.45	Yes	\$4.45	0%	≤ \$5.16
	Average subsidy per boarding	<b>\$3.21</b>	Yes	\$2.98	(8%)	\$3.15	Yes	\$3.14	(0%)	≤ \$3.83
	Total vehicle miles	<b>1,182,683</b>	-	1,139,967	4%	10,398,513	-	9,818,083	6%	
	Vehicle service miles	<b>909,888</b>	-	871,883	4%	7,933,521	-	7,586,166	5%	
	Total vehicle hours	<b>80,132</b>	-	74,916	7%	698,031	-	644,292	8%	
	In-service speed (mph)	<b>15.3</b>	-	15.8	(3%)	15.1	-	15.4	(2%)	
	Boardings per vehicle service mile	<b>1.40</b>	-	1.42	(1%)	1.36	-	1.38	(2%)	

Red = did not meet target

# Attachment L2: Foothill Transit Operations Report Third Quarter FY 2014

Goal	Performance indicator	Q3 FY 2014	Met target?	Q3 FY 2013	% improvement over same quarter last year	FY 2014 YTD	Met target?	FY 2013 YTD	% YTD improvement	Performance target
Operations	Average fare per boarding	\$1.38	Yes	\$1.25	11%	\$1.30	No	\$1.31	(1%)	≥ \$1.33
	Average cost per boarding	\$4.43	Yes	\$4.41	(0%)	\$4.45	Yes	\$4.45	0%	≤ \$5.16
	Average subsidy per boarding	\$3.05	Yes	\$3.16	4%	\$3.15	Yes	\$3.14	(0%)	≤ \$3.83
	Total vehicle miles	3,449,750	-	3,336,079	3%	10,398,513	-	9,818,083	6%	
	Vehicle service miles	2,649,699	-	2,548,558	4%	7,933,521	-	7,586,166	5%	
	Total vehicle hours	233,962	-	219,022	7%	698,031	-	644,292	8%	
	In-service speed (mph)	15.3	-	15.8	(3%)	15.1	-	15.4	(2%)	
	Boardings per vehicle service mile	1.36	-	1.37	(0%)	1.36	-	1.38	(2%)	

Red = did not meet target